

RESIDENT FORUM Q1 - 2019

SR #	Question / Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
1	<p>•Resident asked for children's playground.</p>	<p>Klaus Tiel: This is something that we can review and maybe include in the next budget cycle. Obviously, we can only spend money that we have approved budget for. If there is no budget in 2019 for playground equipment, we will raise it as a small project this year, so hopefully next year we will be allowed do something - this is the Company process we all have to follow.</p>	<p>We will raise subject matter during the next budget.</p>	Open	Mar-19
	<p>•Resident complained of the frequent replacement of plates of the electric cooking range and as this is a safety concern based on the presentation shown, how can this issue be solved.</p>	<p>Klaus Tiel: Contact the Maintenance Department to get it fixed. We will note it down but there is user manual on how to use these things correctly. The type of pots and pans you use to cook should match the size of the coil below and dimensions given to ensure safety. If this is reoccurring more frequently, then it is for Maintenance Department to address (report it) it or if it is required to arrange for replacement.</p> <p>Alberto: We just need to review it again because we have several issues happened similar to that but when we investigated, it only happened when there is overflow from the cooking resulting to damage to the equipment.</p> <p>Klaus Tiel: Under QG legacy we have changed the cooking range at old QG units and replaced them with Ceramic type cookers for safety reason (following an incident). Unfortunately, only one company wanted to pursue this. Appliances are now only replaced on a "as needed" basis, so we can no longer make it a case, as instructed by Management. The Resident Forum's are minuted and shared with management so they are aware. If people do not like their appliances, they are free to purchase their own but there will be no maintenance from our side.</p>	<p>Maintenance has reviewed the cooker history and confirmed that the cooker is in working condition. For all South QG we plan to replace all cookers with the new type as North QG after getting approval from management</p>	Closed	
2	<p>•Resident asked what is the basis for the price increase of the classes.</p>	<p>Klaus Tiel: The prices of the sports activities were raised due to increased overhead cost to instructors and club. We have not increased any prices in the last 2 years, due to integration trying not create unnecessary pressure (since the beginning of 2017 was no price increase), as we anticipated it be tough on people. We have a clear guideline form company management 'no more subsidies to catering and recreation' and subsidized with sponsorship we received. The increase in classes and activities require us to deal with limited resources, like materials & equipment, more people & participants, higher demand on the facility and usage resulting in more wear and tear. Compared to before we are finding ourselves replacing and rehabbing things more frequently and therefore costing. For example, we have a Karate class and the Instructor comes from Doha and he had to endure higher petrol cost during the last two and a half years ago. They work, they provide the service we get and prices need to be harmonized allowing for instructors to be remunerated and for the clubs to cover overhead cost. In other classes, different reasons or circumstances apply - increase to replace/replenish material like mats, protective gear, mannequins, swimming line markers, football and goal nets, etc.). This is the overhead cost that you do not see. Since the price adjustment appears to be unjustified to resident we will revisit the matter and see if we can reduce the increment by QR 20, if justifiable and then notify resident accordingly.</p>	<p>None - rates have been revised, posted and introduced in newsletter to residents. However, extra materials for activities or transportation request for classes, the participants will have to bear the cost.</p>	Closed	
	<p>•Resident inquired if there is a plan for reimbursement against invoice as the employees in Doha have Club Allowance.</p>	<p>Klaus Tiel: The facilities are free to use. The company does no longer wish to subsidize classes or activities that we do. If we run them, they have to be self-sufficient. We are trying to partly outsource recreation lessons and classes and then the classes can be from Q-Sports where the cheapest class is QR 400. There will be no Club Allowance, as per HR policy and I called Head of Compensation and Benefit to clarify this matter. People in Doha they have a cap and once maxed out, you pay by yourself. Payment for classes are deducted as per the invoice and only then reimbursed. This only for Doha based employees but they do not have the Club facilities to use, as we in AKC do. We will take it on the side and will happily have someone from Compensation & Benefits to explain.</p>	<p>Matter was clarified and explained</p>	Closed	
3	<p>•Requested complained of water leaking due from underground pipes in their backyard. Who should be contacted?</p>	<p>Hassan: I investigated on that case and we concluded that you are hiring workers from outside to take care of your landscape. One day, he is digging there and hit the pipe then it became a leak. The next day he came and repaired the leak. But regarding the pipes, as per our current Contractor, their contract is not covering pipes and backyard at all except property damage or safety hazard. We have optional price in our contract. I already talked to Community Manager and maybe they will go for that option. We do not know until now.</p> <p>Klaus Tiel: I think it is best to specify it in a separate notice to resident, to avoid repetition and to ensure awareness. Community Manager will surely give his consent on how is the best way to deal with it. We will make sure information gets circulated.</p> <p>Hassan: You can contact current contractor AGME or contact us, we will help you.</p>	<p>In case of difficulty related to irrigation, please contact our landscape section thru e-mail at SThammanngowda@qatargas.com.qa or phone at 4473-4508, our team will assist/guide you.</p>	Closed	

4	<ul style="list-style-type: none"> Resident requested for drawing related to piping and the scope of the front yard. 	<p>Hassan: I tried to approach the landlord for the drawing but they don't have it. I will try again. Call Landscaping team and we will guide you. For the front yard, we are responsible for this. We can share this with you. I will send you the technical program just give me your email address.</p>	<p>In case of difficulty related to irrigation, please contact our landscape section thru e-mail at SThammangowda@qatargas.com.qa or phone at 4473-4508, our team will assist/guide you.</p>	Closed	
5	<ul style="list-style-type: none"> Resident asked for the scope of the front yard. 	<p>Hassan: The front yard and the streets have the same technical program and we can share this with you. I will send you the technical program just give me your email address.</p>	<p>Annual landscape maintenance program has been sent to the resident at ftony@qatargas.com.qa</p>	Closed	
6	<ul style="list-style-type: none"> Resident asked if it is possible to change the design of the curtain (particularly the old rings). 	<p>Klaus Tiel: We can note down your request to change but the curtains are provided through contract services so the scope was written matching exactly this design with the rings and the curtain roads. This is all part of the contractual scope that was put together for the curtains. It is not possible to change it. Right now, to change the design is only possible when the contract comes due justifying that people complained of the material that was used so then it can be changed into different type of material which is more user friendly and more durable. If your curtain was changed 7 years ago, then you can contact Housing Department who will inspect your curtain and then advise whether they can be changed. To clarify, curtains are handled by Housing Department while the other appliances, electrical, plumbing, ACs are by EMCO.</p>	<p>Since the material for curtains is specified in a contract agreement at is at this point not possible to be modified. However resident are free to purchase their own curtain, if the company curtains don't meet someone's taste!</p>	Closed	
	<ul style="list-style-type: none"> Resident asked for wheelchair access in the mosque. 	<p>Klaus Tiel: We installed wheelchair access in the older clubs afterwards, as they weren't part of the original building design. I agree, it should be mandatory, but the mosques were built by Alaqaria. We will also share this information with the landlord, because Alaqaria should rectify the matter at the mosques.</p>	<p>Maintenance is working with Al-Aqariya to fix it</p>	open	15-Mar-19
	<ul style="list-style-type: none"> Resident requested for additional bus for children going for Quran learning as the bus is always full. 	<p>Khalid Nasser: This is not company policy as the bus is provided for the school. We are using the same school buses for the shopping during the school's off times. For the mosque, they have a sub-contractor for the buses. What you can do is you can request from the mosque for additional bus. As you know, it is out of our area. Definitely we will discuss it with Community Manager.</p> <p>Klaus Tiel: It was discussed prior and we received instruction not to provide services with regards to religious activities - this was the guideline we were given. However, it is noted down and Transport section will take it up with Community Manager and see if we can take it up to the next higher level.</p>	<p>Transportation for these activities outside of AKC scope</p>	Closed	
7	<ul style="list-style-type: none"> Resident requested for new trees as the old trees were cut off / removed. 	<p>Hassan: Maybe it was safety hazard that is why it was cut. We can provide new trees to be planted.</p>	<p>Instruction given to the landscape contractor to proceed with tree planting.</p>	Open	13-Feb-19
	<ul style="list-style-type: none"> Resident is requesting for extra curtains and if EMCO can provide service to install new curtains. 	<p>Alberto: That is case to case basis. We will see first the condition.</p> <p>Klaus Tiel: Please e-mail me and I will forward it to the right person, to ensure that they go and take a look at it. EMCO has a scope of work that they are required to do. So anything else outside of that scope, EMCO can agree to do with the understanding that our landlord has no objection, since we don't own the property. We only manage it.</p>	<p>Install extra curtains is not coming under maintenance scope</p>	Closed	
8	<ul style="list-style-type: none"> Resident is asking for playground facility as children are playing on the parking area instead, making it difficult for residents to move their cars. This is also safety concern as children gets injuries. 	<p>Klaus Tiel: We will add it to the request for the playground facility we had earlier.</p> <p>Hassan: It will be discussed in the next budget cycle.</p> <p>Klaus Tiel: Unfortunately, we have to wait. This March, we will start our budget cycle wherein we put together our requirements for rehab, maintenance, etc. Only if approved, we will get the budget for next year. Please understand that we are trying to fight your cases. We will note it down, but it is management that decides if we get the money for the project. We will ask Hassan to talk to Meshal to put this in the budget for next year.</p> <p>Hassan: As a temporary action, maybe we will provide sand there and also I promise you that we will discuss it this month.</p>	<p>In addition, the resident has raised that the barren area adjacent to the said parking is unsafe for it contain stones, which can cause injuries to children... as provisionally action, AKC will remove all stones and will provide a layer of 15 cm washed sand.</p>	Open	Feb-19